SEMESTER END EXAMINATION, APRIL-MAY, 2026

Course Name: D.Pharm **Year: 2nd**

Paper Name:- Community Pharmacy and Management **Paper Code:- ER20-22 T**

Time - 3 Hrs + 20 minutes; extra time for V.I. & examinees with writer. Max Marks-80

Instructions:

- The question paper consists of three sections, namely A, B, and C. All sections are compulsory.
- Section A- Each question carries **01** marks. All questions are compulsory.
- Section B- Answer any **10 out of 11** given questions. Each question carries **03 marks**.
- Section C- Answer any **6 out of 7** given questions. Each question carries **05 marks**.

Section – A (खण्ड–अ)

Objective Questions (वस्तुनिष्ठ प्रश्न)

1. All questions are compulsory.

a) Objective Questions. **1×10=10**

1) Community pharmacy mainly deals with:
   a) Hospital patients
   b) Outpatients and the general public
   c) Research
   d) Manufacturing
2) Good Pharmacy Practice (GPP) guidelines are given by:
   a) WHO & FIP
   b) FDA
   c) ICMR
   d) ISO
3) Which part of the prescription contains drug details?
   a) Superscription
   b) Inscription
   c) Subscription
   d) Signa
4) Dispensing error means:
   a) Writing error
   b) Error during dispensing
   c) Manufacturing error
   d) orage error
5) Non-verbal communication includes:
   a) Writing
   b) Speaking
   c) Body language
   d) Reading
6) Effective communication helps in:
   a) Confusion
   b) Better patient care
   c) Delay
   d) Errors

7) The first step of counselling is:

a) Closing

b) Introduction

c) Feedback

d) Evaluation

8) Non-adherence means:

a) Following treatment

b) Not following treatment

c) Overdose

d) Correct use

9) OTC drugs are:

a) Prescription drugs

b) Non-prescription drugs

c) Injectable drugs

d) controlled drug

10) Self-medication can lead to:

a) Safe use

b) Adverse effects

c) Cure

d) Immunity

b) True or False 1×5=5

I. Community pharmacy deals only with hospitalised patients.T/F

II. Inscription contains directions to the patient.T/F

III. OTC drugs require a prescription.T/F

IV. Medication adherence improves treatment outcome.T/F

V. Pharmacy requires legal approval.T/F

c) Fill In The Blanks. 1×5=5

I. Community pharmacy serves the _____ public.

II. _____ is a written order from a physician

III. _____ improves patient compliance

IV. Non-adherence leads to _____ failure.

V. Pharmacy setup requires _____.

Section – B (खण्ड–ब)

Short Answer Questions (लघुउत्तरीय प्रश्न)

2. Answer any ten of the following questions. **3×10=30**

1) Explain the legal requirements for setting up a community pharmacy.
2) Discuss the role of community pharmacy in health screening services, including its scope and importance.
3) Discuss patient counselling points for hypertension.
4) Explain patient interview techniques and their importance in community pharmacy
5) Discuss the professional responsibilities of a community pharmacist in patient care.
6) Explain the concept of Good Pharmacy Practice (GPP)
7) Explain Patient Package Inserts (PPI) with their importance and uses.
8) Discuss patient counselling points for tuberculosis.
9) Discuss verbal and non-verbal communication skills with examples
10) Explain barriers to effective patient counselling and strategies to overcome them.
11) Describe labelling of dispensed medications (main label, ancillary label, pictograms).

Section – C (खण्ड–स)

Descriptive Questions (विवरणात्मक प्रश्न)

3. Answer any six of the following questions. **6×5=30**

1) Define community pharmacy. Explain its history and development in international and Indian scenarios.
2) Define prescription. Explain the parts of a prescription with a neat diagram.
3) Define communication. Explain types of communication and their importance in pharmacy practice
4) Define patient counselling. Discuss its stages and benefits.
5) Define medication adherence. Explain factors influencing non-adherence and strategies to improve adherence.
6) Define OTC medications. Discuss the role of pharmacists in OTC drug dispensing.
7) Discuss site selection, pharmacy design, and interiors for a community pharmacy.

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